Iowa Department of Human Services
Iowa Medicaid Enterprise (IME)
Member Services

MEM - Member Calls regarding Health Insurance Portability and Accountability Act (HIPAA)

Purpose:
This procedure explains the process of how to handle a member's call regarding HIPAA.

Identification of Roles:
Customer Service Representatives (CSR)
Member Services Specialist (MSS)

Performance Standards:
Quality Assurance for all Member Service's calls must be at least 85%. However, enrollments should be completed correctly 100% of the time.

Path of Business Procedure:
Step 1: Calls are routed by an Automated Call Distributor (ACD) into an enrollment queue and answered by the next available CSR.

Step 2: CSR access the member's file and will verify that the caller is Health Insurance Portability and Accountability Act of 1996 (HIPPA) authorized to obtain information and make changes to the member's file.
   a. Verify the person calling is listed as the member, the case name or the name in Social Services Number information (SSNI).
   b. Verify the mailing address on file.
   c. Request the caller's current phone number.

Step 3: CSR will identify that the member has received a HIPAA Breach letter (sent out by various departments of Iowa Medicaid Enterprise)

Step 4: CSR will mark the Contact Log, Type of Request as HIPAA Breach (See Creating and Completing Contact Log Procedure in the Member Services Reference Manual).

Step 5: CSR will advise the caller that a MSS will call them back by the end of the next business day to discuss the HIPAA breach.

Step 6: MSS will research the HIPAA breach which is saved on the Iowa Medicaid Enterprise (IME) Universal drive at \\Dhsime\imeuniversal\HIPAA Notifications

Step 7: MSS will call the member back to discuss what the HIPAA breach was and apologize for the breach.

Step 8: MSS will document the outcome of the call in the Contact Log (See Creating and Completing Contact Log procedure in the Member Services Reference Manual)

Forms/Reports:
None

RFP References:
6.5.1 Managed Health Care Enrollment Broker

Interfaces:
MMIS RECIPIENT ELIGIBILITY SUBSYSTEM

Attachments:
None